



MITT ROMNEY
GOVERNOR

KERRY MURPHY HEALEY
LIEUTENANT GOVERNOR

BETH LINDSTROM
DIRECTOR
OFFICE OF CONSUMER AFFAIRS
AND BUSINESS REGULATION

THE COMMONWEALTH OF MASSACHUSETTS
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION

**DEPARTMENT OF
TELECOMMUNICATIONS & ENERGY**

ONE SOUTH STATION

BOSTON, MA 02110
(617) 305-3500

PAUL B. VASINGTON
CHAIRMAN

JAMES CONNELLY, ESQ.
COMMISSIONER

W. ROBERT KEATING
COMMISSIONER

EUGENE J. SULLIVAN, JR.
COMMISSIONER

DEIRDRE K. MANNING
COMMISSIONER

TO: Local Exchange Carriers Operating in Massachusetts

FROM: Candice Allgaier, Telecommunications Division

DATE: January 24, 2003

RE: New Telemarketing "Do Not Call" Law in Massachusetts

As you may have heard, on January 1, 2003, a new and comprehensive telemarketing "Do Not Call" law took effect in Massachusetts.¹ See "Telemarketing Solicitation," M.G.L. chapter 159C. The Massachusetts Office of Consumer Affairs and Business Regulation (the "OCA") is responsible for administering the new law, and has issued regulations implementing the "Do Not Call" law. See "The Massachusetts Do Not Call Registry," 201 CMR 12.00.

The OCA has established, and will administer, a listing of residential telephone customers seeking to minimize unsolicited telephone sales calls. The new listing is known as the "Do Not Call Registry". The Department of Telecommunications and Energy encourages LECs to familiarize themselves with the new "Do Not Call" law and the OCA's rules implementing the statute (see www.state.ma.us/donotcall/thelaw.htm).

Please pay particular attention to the requirements for notifying your residential customers of the new law. See "Telemarketing Solicitation," M.G.L. chapter 159C, section 6. The OCA has created a special one-time insert that you are required to use for notifying your residential customers, no later than May 1, 2003. Please download the insert (see the section "Telemarketing" at www.state.ma.us/dpu/telecom/index.htm), and let me know as soon as the insert has been sent to consumers (Candice.Allgaier@state.ma.us / 617-305-3751). If you have further questions about the "Do Not Call" law, you are welcome to contact me or contact Anne L. Collins, Deputy Director, Office of Consumer Affairs & Business Regulation (Anne.Collins@state.ma.us / 617-973-8703).

1 The existing auto-dialer statute continues in effect; the new law, however, is more comprehensive.